

# TRICARE Overseas Program (TOP)- Pacific Region



September 25, 2008

# ADSM Inpatient Admissions

- According to TRICARE policy manual Ch 12 Section 8.1 TOP active duty service member (ADSM) urgent/emergent care received in the continental United States (CONUS) does not require authorization. Authorization is required for all non-emergent/urgent care received in CONUS, including non-emergent/urgent inpatient mental health care.
- When ValueOptions is notified of a Pacific TOP enrolled ADSM urgent/emergent admission CONUS the VO TOP Patient Care Coordinator (PCC) attempts to notify the ADSM's MTF/command through the Case Management Department Supervisor at the US Naval Hospital Okinawa Japan (currently Susanne White)

# ADSM Routine Care

- ADSM's enrolled in TOP shall be authorized routine and non-urgent behavioral health care outside the MTF only if it has been pre-arranged by the ADSM's Primary Care Manager (PCM) or respective enrollment authority such as OCONUS MTF, TRICARE Global Remote Overseas (TGRO) contractor, or the TRICARE Puerto Rico contractor.



# Active Duty Family Members Urgent/Emergent Care

- According to TRICARE policy manual Ch 12 Section 8.1- TOP enrolled ADFM's are not required to obtain authorization for CONUS emergent/urgent care
- Pre-authorization from ValueOptions is needed for CONUS non-emergent/urgent inpatient mental health care.

# ADFM's Continued

- Emergent inpatient mental health does not need pre-authorization. Proceed with placement at TRICARE authorized facility.
- VERY IMPORTANT facility must be a TRICARE authorized facility or TRICARE cannot and will not pay the claim.
- CONUS facilities have 24 hours to inform VO of emergent inpatient admissions.
- TRICARE does not consider Residential Treatment (RTC), Partial Hospitalization Program (PHP), Substance Abuse Rehabilitation or Outpatient Services after the unmanaged 8 to be emergent levels of care and would require pre-authorization.
- If admission is not pre-authorized and it is not an emergency then the claim may not get paid.

# CONUS Outpatient Care After the Unmanaged 8 Visits

- Active Duty Family Members seeking CONUS outpatient care, should call the Region in which they are seeking care for authorization
- Behavioral Health Appointment & Assistance Line for the Regional Contractors:
  - TRICARE North Region:  
HealthNet 1-877-747-9579
  - TRICARE West Region:  
TriWest 1-866-651-4970
  - TRICARE South Region:  
TRICARE South Behavioral Health 1-877-298-3514



# TOP Standard or TOP TRICARE Plus

- No authorization needed for urgent/emergent care.
- Authorization needed for non-urgent/non-emergent inpatient care.
- Authorization needed for outpatient care beyond the initial unmanaged 8 visits.
- ValueOptions authorizes TOP Standard care for all CONUS regions.

# Contacting ValueOptions for Pre-Authorization Requests

- E-mail Address for any CONUS requests:  
[tricare.overseas@jax.valueoptions.com](mailto:tricare.overseas@jax.valueoptions.com)  
A VO TRICARE Overseas contact will respond as soon as possible.
- Kevin Montgomery, Patient Care Coordinator  
800-700-8646 x2183
- Tara Adams, TRICARE Overseas/Case Management Supervisor  
800-700-8646 x2070
- After Hours requests (Fridays at 19:00 ET until Sundays at 19:00 ET and Federally Recognized Holidays) for NON-emergent authorization can contact HMHS Provider Locator #800-444-5445 which can assist with locating a TRICARE Certified facility and will take authorization request information and contact VO.



# ValueOptions Authorization

- Value Options (VO) is the contractor who will give authorization to the civilian facility for an inpatient admission.
- Information that can be sent to VO via e-mail includes presenting problem, level of care requested and broad demographics such as age and sex, no PHI. Any e-mail containing PHI MUST BE password protected, with the password sent in a separate e-mail.
- Information that contains PHI must be sent by fax # 904-363-0233.
- VO will then begin locating an available facility and an accepting provider.

# Facility Location

Resources in determining if facility/provider is TRICARE Certified or not:

<http://www.maximus.com/nqmc/pages/mentalhealthinfo.asp>

Click the most up to date month from the facility listing at the bottom right hand column. Facilities must be MAXIMUS Certified for RTC or PHP, Rehab may be MAXIMUS or JHACO Certified.

<https://www.triwest.com/unauth/apps/OnlineProviderDirectory/default.aspx>

Click on Find a Provider and choose the appropriate category (probably search by facility and can choose behavioral health)

[https://www.hnfs.net//ProviderDirectory/search.aspx?](https://www.hnfs.net//ProviderDirectory/search.aspx?Portal=bene&Tab=home&TabSeq=1&ps=bp&frmRegion=N)

[Portal=bene&Tab=home&TabSeq=1&ps=bp&frmRegion=N](https://www.hnfs.net//ProviderDirectory/search.aspx?Portal=bene&Tab=home&TabSeq=1&ps=bp&frmRegion=N)

Click on Type=Behavioral Health Facilities and search by Zip Code.

<http://www.humana-military.com/south/bene/tools-resources/BeneSiteProvLoc.asp>

Click on Network Facility, Facilities/Hospital, Choose Psychiatric and search by Zip Code.